

# Job Description

<b>Job Title</b>	Administrator
<b>Department</b>	Regen North (may be required to work in other departments as per business needs)
<b>Location</b>	Turriff, travel as business needs require
<b>Reporting to</b>	Office Manager
<b>Line Manager to</b>	N/A
<b>Key Relationships</b>	Administration Team Leader, Apprentices, Customers, Clients, sited-based team, Operations Manager

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## **Main Duties and Responsibilities:**

- Ordering through internal system NAV
- Collating site documents on a weekly basis
- Assist Accounts with invoice queries where necessary
- Lettering
- Filing/Scanning
- Coordinating letter schedule for 21 - day post survey letters, kitchen letters and Gas Meter letters
- Updating databases
- Assisting with the survey process
- Assisting with uploading certification to Client database, connect
- Answering phone calls and assisting with tenant queries
- Assisting the office manager where necessary
- Assisting the Project Administrator
- Any other duties as deemed necessary

## **Qualifications/Experience:**

- Preferred: Standard Grade English, Mathematics and Administration or equivalent

## **Skills:**

- Experience of working in an admin role is preferred but not essential
- Ability to prioritise and meet deadlines.
- Previous experience of inputting/updating databases is preferred but not essential
- Ability to work as part of a team as well as on own initiative
- Excellent attention to detail
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations
- Experience of Outlook packages (Excel, Word, Outlook)

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## Additional Requirements:

- Disclosure Check

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Personal development and learning in SVQ 2 Business Administration with progression to SVQ 3 Business Administration. Approximately 18 months with progression.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Work for PLC Company with option to join share save scheme.